

Director's Report
January 1994

Building problems, winter reading programs and program planning for 1994 were my supervisors' main focus of attention in January. In case anyone has not heard the lurid details, a pipe burst in the Rensselaer meeting room, one burst in the DeMotte Children's Specialist's office and other pipes froze at both DeMotte and Wheatfield. We also had roof leaks at DeMotte, a data transmission problem that caused DeMotte's computers to cease to function, a front door that fell almost completely off its hinges at Rensselaer and temperatures as low as 49^o and very often below 70^o for most of the month at DeMotte. DeMotte closed 2 full days, one evening, and two mornings due to weather. Wheatfield closed early one day for drifting snow and closed one day because staff could not get to work.

Since that time, we have had a meeting with architect and contractors, arranged by Dumas & Moriarty. A letter has been sent to all contractors stating remedial actions that must be taken. Contractors are presently working out the details pursuant to making repairs.

Our staffs rose to the occasion in all instances, becoming *most* proficient in dealing quickly with building emergencies. With Mary's persistent urging, our long distance data line carrier finally discovered a burned out switching panel in their Gary office which had been causing problems for some time before actually shutting down the DeMotte communications. We now know a lot more about how our long distance transmissions work and how to direct our carrier to remedy them. We know now that in all buildings, water should be allowed to trickle for *weeks* after a subzero spell. We know where to shut off water, what plumbers to call and how to operate our carpet cleaner as a superb water extractor.

Through Mary's and my combined efforts, we have a new travelling award, our FUD award. An oak block sports a small piece of shiny copper pipe with a pronounced slit caused by freezing and bursting. A brass plate states "Finesse Under Duress" (FUD). This trophy sits in a place of honor on the desk of an employee who has shown quick thinking and wisdom in handling an emergency situation. At this particular time, we have many staff who should be recipients of this award!

I have spent almost all my time this month on building problems, board/staff issues, budgeting, and annual and monthly reports. I had hoped to update our progress in attaining the goals of our 5 year plan, but have not had time to work on this yet.

Staffing: Beginning work on the day of the Rensselaer meeting room flood, our new janitor, Jack Standish, proved his worth within his first hours of employment. He is not only keeping our building very clean, but he has insulated the area around the broken pipe, replaced and repaired the drywall in that area, assessed the problem with the front door, and made minor repairs to the building.

Peggy Woods is the new library assistant replacing Cindy Musch at Wheatfield. Several people have commented on her cheerful telephone voice! Pam Kyle is the new page at Rensselaer, filling a position which has been open since last September. One of Rensselaer's pages is leaving February 16. Pursuant to your action at the last board meeting, you will need to determine whether this position should be refilled.

Executive Session: Wil has asked that an executive session be held to discuss an employee's job description. Since I assume this will involve a discussion of employee performance, I think it is legal .

Special exhibits: In cooperation with the Jasper County Historical Society, Kim arranged for a travelling exhibit, "Indiana Through the Mapmaker's Eye," which has stood in the Rensselaer Library the past month. A new display, "Hoosier Family Album", will go on display this week. She and her staff have also arranged for display case exhibits of items from different cultures. Books about other cultures are displayed prominently in the library. 4-H'ers also have a display at the Rensselaer Library. At DeMotte, display cases featured a Porcelain Doll Exhibit and Boys' Toys from the 1940's. Wheatfield's display cases have a very entertaining display of old valentines. (Ask Miriam about that!)

The winter reading programs are going very well. At Wheatfield, over 40 children have registered. At Rensselaer, over 200 have signed up. Almost as many adults have signed up for the program as children! Rensselaer's multicultural programs held in conjunction with the reading program have had good attendance. The Bedtime Storytimes have increased in attendance each week. Both Mary and I have donned our p.j's and done a Bedtime Storytime for Rensselaer. I'll give you a full report in March when the programs have ended.

1994 Programming: I am enclosing a list of the programs each library is scheduling for 1994. I am very pleased with the wide scope of offerings. As you will notice, many fall programs do not have actual dates yet. That will come.

Annual reports: In your packet are a number of annual reports:

Circulation Statistics 1993 (p.R7)

Annual Report Statistics 1993 (highlights of the full annual report)(p.R8)

1993 Technical Services Annual Report (p. R7, reverse side)

Annual Report 1993 (last pages in your packet)

Output Measures of Library Service 1988-1993 (R9)

The Output Measures of Library Service is especially interesting. This report, generated by the State Library each year, attempts to measure the success of a library's efforts. We have improved each year! Our registration figure is the only one which has not improved this year. Under our old system, registration was for a 5 year period. We now register for a 3 year period. Since we started this system in February 1993, we do not have a full 3 year build up of patron registrations.

Health Insurance: After further examination of the policies we have been offered, Gail and I feel that one stands out above the others: the Farm Bureau Insurance Company's Blue Cross/Blue Shield policy. This policy includes a life insurance policy \$5000 higher than the others. The company has a Best's Rating of "A". The only companies offering lower rates have either a lower Best's Rating or a \$1,000,000 maximum life benefit instead of Blue Cross's \$2,000,000 maximum benefit. Farm Bureau's rates went up only \$1.27 per month since they quoted rates to us last year. In addition to the basic 80/20 coverage, they also offer participants the option of a 90/10 PPO plan. Under this plan, if you use the doctors on their list, you pay only 10% of the charges, while your insurance pays 90%. I recommend approval of Farm Bureau's BC/BS plan as the plan offered to JCPL employees.

Once you decide on a new plan to cover our employees, you will need to decide whether you wish to increase the employer-paid portion from the present \$20 per month per employee.

Vacation request: Rensselaer Children's Specialist Kathleen Cavanaugh is getting married in early June and has requested 6 days of vacation time (one day before the wedding, plus the next week) for her honeymoon. Because she began work in late July, our policy states she is only eligible to take 5 days vacation this year and those days are to be taken after her 1 year anniversary date. I would like to make an exception for this very special request and let her take her 5 days vacation at the time requested. The sixth day would have to be taken without pay. Would you agree to this exception?

Guidelines for Emergency Closing: It is difficult to make decisions on closing the library. Each situation is different. However, I want you to know how I base my decisions and I want to know if you agree with my thinking. On p. R5, reverse side, I have listed some of the conditions for which we may close and my guidelines for making the decisions. I would like to get feedback from you at Board meeting.

Budget: We are making a very concerted effort to spend only 87% of the budget, which would give us a bigger operating balance next year. I have identified areas in the budget where we can reasonably expect to spend less than budgeted and have pared the budget to under \$845,000. In all other areas, staff has been instructed to be very frugal, Gail is examining closely all requests for supplies, etc. We expect to spend considerably less than \$845,000. Last year's expenses in many categories were high because we had start up costs relating to moving to larger buildings.

In an effort to cut costs, the children's specialists are planning to spend about \$200 less on summer reading club supplies this year. Although we put money in our budget this year to pay for occasional speakers, the staff has agreed to seek grants or use Friends or gift fund money if a paid speaker is desired. One library has decided to cut their lease book contract by 1/3. Expensive reference tools and magazine subscriptions are being assessed to determine how much they are used. We are revising our procedure for advertising job openings to effect an economy there (when we *do* refill a position). We are trying an experiment with our overdue notices to see if we can reduce the cost of these.

The cuts in the book budget will not be noticeable to the public. We will still be able to purchase the popular materials and the reference materials needed to serve our public well. All our agency librarians feel that we have had more generous materials budgets than they have been given in other libraries and all feel that they can provide a good book selection with a reduced budget. They have expressed interest in developing displays and reading lists of older books which patrons may have missed. Plans are underway to transfer Large Print books from library to library, thus making different titles available at each library.

The management team discovered that they can save significant amounts of money by purchasing certain products on CD ROM which we have previously purchased in book format. Kim is responsible for ferreting out some of this information for us. We therefore will transfer some small amounts of money from the book budget or magazine budget (depending on the library) to the A-V budget to finance these expenditures. This will amount to less than \$700 per library.

Cuts in staff effected by attrition, on the other hand, *will* create noticeable problems. Extra hands are needed when programs are offered--both to prepare for the programs and to conduct them. A staff just barely adequate when all are here will be inadequate when a program is coming up or if someone is sick or on vacation. I cannot recommend much cutting in this area.

One measure I will recommend at our March meeting is that you move to request an Advance Draw on our June tax distribution . Requests must be made one month before the treasurer is required to send us the money. We are then able to receive up to 95% of our June distribution, if available. By obtaining this money early, we are receiving the interest on it rather than the county. It is one way of increasing our revenues a little. I believe a number of libraries request advance draws as a matter of course.

Accounting Practices: Each year you must pass a resolution reaffirming the accounting guidelines you have established:

Interest from the Operating Fund, LIRF and BIRF will be credited to the Operating Fund.

Interest from the Construction Fund will be credited to the Construction Fund.

The Board President will also hold the office of Assistant Board Treasurer and the Board Treasurer shall also hold the office of Assistant Board Secretary.

The Director is authorized to invest library funds in Certificates of Deposit when she deems it to be in the best interests of the Library.

The treasurer is authorized to pay bills when necessary between Board meetings. These bills will generally be utility bills and payroll checks.

Legislation: The Indiana House of Representatives has approved H.B. 1297 which concerns property tax reforms. It affects libraries in the following ways:

Repeals the Library Appeal

Removes the 55 cent cap on library tax levies.

Provides for fiscal review of library budgets by a local elected body (County Council) any time a proposed library property tax levy is more than 5% greater than the property tax levy for the current calendar year

"These are negotiated positions that have come from discussions between the Governor and Leadership in the House."

Fiscal body review would not affect us now, since we have no authority to ask for more than a 5% increase in our tax levy. However, it could affect a library such as Porter County where a large increase in population gives them the right to appeal their 5% limit on a tax increase. And it would be a foot in the door for a possible total fiscal body review of library budgets. It would be very hard to justify a budget to a group of people who do not have an understanding of what libraries do and how they operate, who have not attended monthly board meetings and workshops and educated themselves on the subject.

Immediate action on the part of libraries, board members and concerned citizens is advised by the ILF Legislative Committee. We are asked to contact our senator (Katie Wolf, Senate Post Office, c/o Indiana Statehouse, Indpls, IN 46204) encouraging (in order of preference) the following actions:

1. Encourage the legislature to wait for the results of the task forces and the library study committee
2. Accept a modification of the appeal process, but do not accept fiscal body review of any kind
3. or, if she is not willing to do either of the above, to move the 5% cap to 10% before triggering the fiscal body review.

I sent a letter of my own stating that if libraries are to remain in HB 1297, I hoped that the fiscal review provision would be removed. I discussed mainly intellectual freedom problems that could result when political bodies under pressure from constituents have control of library budgets. One could also talk about a body that understands roads and ditches, but doesn't understand library operations having control of the library budget.

I am appending a list of Senate Finance Committee members in case you wish to contact any of them about your concerns. A simple phone call to the senator at 1-800-382-9467 will let you leave a brief message registering your opinion.

Emergency Library Closings

Adverse weather: The decision to close is based on whether businesses and other county or local offices are closing, and whether law enforcement officials have announced "snow emergencies" when everyone is to stay off roads. If other businesses and government offices are not closing, I feel we should also stay open. Schools close more often for reasons which don't affect us: the danger to poorly dressed children if a bus is late in arriving, busses which don't start, etc.

If we have snow or ice which threatens to cause bad driving conditions in the evening, we send home persons who live in the country or at a distance while it is still light and we pay them for their regularly scheduled hours. If enough staff remain to keep the library open, we will not close the library.

If the library is to remain open, but an employee cannot get in because of drifted roads, that is counted as a paid excused absence -- the weather has prevented the person from reporting for work.

During this very cold, -20^o spell, 2 employees at Wheatfield could not get to work because their cars would not start. Pam was the only one able to report. We closed the library due to lack of staff and paid all staff for an excused absence day. I would like your guidance on this. I have another staff member (whose presence or absence at her library did not put a hardship on anyone else) who decided she preferred to take a vacation day rather than shovel the snow and get her car jump-started. That person in the past has paid to have her car started many times in order to report to work. Should excused absences for weather only be offered when the weather *directly* prevents an employee from reporting for work? Do you feel we should have paid these 2 employees for that day or not? I feel it sets a bad precedent and that in the future I would not allow that as a reason for a *paid* absence.

Heating Problems: Since December DeMotte staff have worked in temperatures of 60^o - 70^o any time the outside temperature is below 32^o. When the subzero temperatures took their temperatures down to 48^o, we made a decision to keep the library closed until temperatures were at least 60^o. The library would have been closed more days if we had said they could not work in temperatures under 65^o. They wear long underwear and whatever clothing is necessary to keep relatively comfortable. Dress codes are not enforced. Do you agree with this 60^o break off point (as a short term measure, of course)?



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Director's Report February 1994

(1) On February 25, we closed all libraries at noon due to blowing and drifting snow (and the fact that the county had pulled its plows off the roads). On the 26th, Wheatfield was closed because drifted roads prevented staff from getting to work. In spite of the weather, this was a productive month. Circulation was up at all 3 libraries. Story hours were in progress at both Rensselaer and Wheatfield. Toddler times started at Rensselaer.

(2) *Winter Reading Club* is in progress at Wheatfield with about 50 elementary age children registered. This program continues through March 31. DeMotte's month-long *Share a Book With a Child* program for preschoolers attracted about 25 children and their families. For every 10 books read to a child, the child's name went into a box for a weekly drawing. Each child also received a small reward for each 10 books read to them.

(3) Rensselaer's *Reading Wonderland* added a series of programs for all ages to the usual reading records to be completed, drawings for prizes, etc. This program attracted 184 persons, including 51 adults, 105 children and 18 young adults. 125 completed the program. Kim noted that patrons were particularly appreciative that the reading program included preschoolers and adults, two groups previously left out of reading club activities.

(4) Prizes were books donated to the library by the Friends of the Library in honor of persons whose names were drawn at the program's finale. Kim enrolled persons at the Care Center in the program and read to them. She also offered story hours for CDC persons each week. Story hours for CDC and the Care Center are continuing beyond the end of the Reading Wonderland program.

(5) The Rensselaer staff is readjusting their programming plans to include more after school specials since the decision to leave a page position unfilled causes a shortage of available personnel for evening and Saturday programs. It is hoped that this will not result in lowered program attendance.

(6) An exhibit of photography by St. Joseph College professor John Groppe is currently on display in the Rensselaer Library.

(7) The DeMotte staff held their annual Valentine's Day luncheon for their volunteers, this year preparing a Chinese stir fry. Leanne has been working with the Friends and other volunteers to find persons to help the library create a song index, assist in organization of the Indiana Room and assist with the oral history project cosponsored by the Rotary Club. The Friends have plans to purchase a CD ROM computer for the children's room, an IBM compatible computer for the staff workroom (and a publishing program which Renee Carr will use on it to publish our staff newsletter) and Word Perfect software for the public access computer.

(8) At DeMotte, library assistant Marlene Beedle has begun indexing birth, marriage and death announcements in the KV Post News as she helps to organize the library's local history collection.

(9) Leanne has informed us that the new Val's Department Store is donating \$200 in prizes for our summer reading programs. The library recently allowed them to use a meeting room to interview job applicants.

(10) Pam has started a Catalog Exchange at Wheatfield, encouraging patrons to bring in mail-order catalogs they receive and to take catalogs of interest to them. We have increased significantly the number of programs we offer. This means an increase in the number of posters and news releases needed. This has kept Pam and her staff quite busy. A new, much needed, color printer was added last month to help with this task.

(11) Technical Services continues to process new materials, issue overdues and monthly and annual reports generated by the automated system, check paper shelf list cards against automated data in preparation for discarding all paper records of materials in the collection. Mary has been adding the subject headings for our Vertical File materials to the automated system. Thus far she has added 414 headings for materials in Rensselaer's files. In about two weeks she will complete Rensselaer's vertical file and begin working on the branches. This will ensure that when a person asks for materials on national parks, for instance, they are directed to books on the subject *and* to pamphlets in the Vertical Files on the subject. Without this direction, patrons forget the wealth of information available in those file cabinets filled with pamphlets.

(12) **Insufficient funds check:** A patron has paid us \$13.60 for fines owed. The check was returned "for insufficient funds" in November. They promised to make the check good but did not. Gail sent a letter asking for payment by March 9. No response. Do you want to pursue this?

(13) **Monthly reports:** On the monthly report entitled *Jasper County Public Library Monthly Report*, we note how many directional and reference questions were answered in the month by each library. This is a very inaccurate figure. In fact, often, the busier the staff is with reference questions, the lower the figure may be, since the staff has less time to tally the numbers.

(14) At present, once a year we carefully tally all in-house use of the library for one week with the aid of volunteers who sit and count reference questions asked, number of persons walking in the door, etc. During that week, we typically record much higher rates of reference questioning than when desk staff tallies for themselves. The state library's report is based, not on what we tally during the entire year, but what we tally during that one sample week.

(15) Our management staff recommends that we discontinue daily tallying of reference questions and, instead, pick 4 weeks in the year when we will invite volunteers to help us do an accurate count, multiplying those numbers by 13 to get a count for the entire year. We would have a much truer picture of the service we give and spend less time gathering the information.

Does this meet with your approval?

(16) **Building Repairs:** A leaking roof at DeMotte has evidently been repaired. A small leak at Rensselaer is still being investigated.

(17) I am enclosing a letter I sent, on the advice of our attorneys to all contractors, architect and design engineers. The letter was sent when it seemed that action on remedying the heating situation had stalled and each party was blaming the others. Kim Rothenberger tells me that "the ball" is in Circle Design (engineers hired by the architect)'s court and that they are working out solutions with the contractors. They expect to have the problem resolution agreed upon by March 10 as requested. I hope it happens.

(18) Otherwise, Ed Dumas and Kent Mahnesmith will be at our board meeting Monday night to help you decide what steps you want to take.

(19) **Staff request to attend workshop:** Pam Ferber has asked to attend a workshop offered by the National Businesswomen's Leadership Association (April 12, Merrillville, \$69) on Powerful Communication Skills for Women. The workshop teaches how to communicate with confidence and skill, learn essential techniques that immediately gain cooperation from co-workers and bosses, master the skill of listening, dealing authoritatively with difficult people and tough situations, etc. I would like her to attend this workshop.

(20) **Five year plan:** I have tried to state what progress we have made in the past 4 years in reaching our goals. This year we need to write a new five year plan for 1995-1999. At the same time, we will be working toward some of the goals in our present plan which we have not yet achieved. In the next month I hope to do some research on developing five year plans so that in April I can present some alternative methods to you.

(21) The goals in our present plan which I would like to address this year include the following:

- 1.1 Increase the number of male library users over the age of 14 by 5% annually .
- 1.2 Increase all three shut-in services by one person per month.
- 1.3 Director will develop a brochure to be given to local newcomer groups, realtors, Chambers of Commerce , and other agencies who have contact with new residents explaining library services....
- 1.4 Branch Librarians will survey local middle and high schools to determine library use by teenagers and set goals for increased use of the library by this group by June 1989.
- 4.12 Branch Librarians will refocus the emphasis of the audio and video collections and determine an annual breakdown of purchasing considering CD's and audiocassettes, and videos titles including foreign, classic, education and how-to videos in addition to recent releases by March 1990.
- 9.5 Director will establish and maintain better communication with local government officials via newsletters, letters and meetings by January 1990.

Our management staff will be working with me to determine how we will achieve these goals.

(22) **Policy changes:** In the past few months, the Board has made some decisions which necessitate changes in the wording of policies. Enclosed in your packet are the portions of policies which you have voted to change. Please examine these carefully to see if the wording is correct so that they can be approved at the Board meeting. We are anxious to get the Staff Manuals updated but need these policy approvals first.

That's all for now. Please let me know if you are unable to attend Monday night's meeting.

Lynn



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Director's Report March 1994

I hope all of you (who attended) had a rewarding and enjoyable time at ILF this week. I'll put time in the Agenda to discuss the conference for the benefit of those who did not attend.

1. Library Service: As you look at the Circulation Report, you will see that the staff at all three libraries had a very busy month. Circulation increased over March 1993 by 6.2% at DeMotte, 14.3% at Rensselaer and 15.3% at Wheatfield. Interlibrary loan activity (requests we make to NIALSA for materials or information) was up tremendously and at DeMotte and Rensselaer, intralibrary loan was also up considerably. Our public service staffs are just *busier* than they have ever been.

2. Our Staff Development Workshop on Censorship was very well-received, as was indicated both by the positive comments on the evaluation forms and the subsequent comments and discussions reported to have occurred after staff returned to their own work areas.

I would like to present a similar workshop for the Board at some time. As with the staff, it has been some time since Board members have had the opportunity to attend a workshop on the subject. Do you really want to consider a retreat this summer or next fall?

3. Computers: DeMotte has now installed Wordperfect software on their public use computer as well as Microsoft Works. Through a gift from the Friends, they have ordered an IBM compatible computer for the workroom. The aging Apple computer will be moved to the public use computer room. We will order CD ROM workstations for Rensselaer and DeMotte in the next few weeks.

4. Programs: Wheatfield's Winter Reading Club for elementary school children ended March 31, with 24 of the 56 enrolled children having read at least 6 books. A China travelogue and a program on antiques brought 21 persons to the library, including some who were not regular library users.

A Saturday line dancing program for children, taught at DeMotte by staff, proved very popular and will probably be followed up shortly by another such event.

At Rensselaer, CDC groups now come every other week for "story hours". At times we wonder if we are getting through to them. Often they do not appear to be paying attention. Then we hear from the guardian of one CDC participant who calls, delighted, because a person who *never* communicates came home that day and talked at length about the story and her experience at the library! One comment like that makes it all worthwhile.

5. Technical Services: As of April 1, we will have been live on our automated system (Galaxy) for one year! The entire staff is to be commended for their willingness to adapt to new ways of doing things and their understanding support during a time of change. We are all, at this point, very happy with the choices we made and the system we have. I hope you are, too.

Mary and her staff have been working hard to "clean up" all problems and discard the shelflists which sit in their workroom. An entire 33 gallon trash can is filled with discarded cards ready for the staff's wiener roast later this month.

6. Large print book collection: The first rotation of the large print collections occurred last week. Approximately 1/3 of each library's large print books has been transferred to a different branch for a 2 month period. At the end of that time, those books will be transferred to the third library. They will then return home and another 1/3 of the collection will be transferred. We have received good feedback on this venture.

7. Health insurance: I spoke with Jim Gallina, our Farm Bureau health insurance agent. Jim explained that the manager of the Rensselaer office is actually the manager for Farm Bureau in Jasper, Newton and White Counties. One particular office is not benefited by our policy. We do not pay our policy to Farm Bureau, but to Acordia. Jim, himself, is an independent Farm Bureau agent who *does* benefit from policies which he sells. He has offices *both* at Rensselaer and Monticello. Thus, we are not favoring the White County Farm Bureau by purchasing our health insurance through Jim.

8. Building Repairs: Our architect, design engineers, and contractors met on Tuesday, April 5, to determine a time schedule, and iron out payment arrangements with each other. They also addressed a list of questions which I sent to them. I will report Monday night on the outcome of that meeting.

9. By Monday, I should have a price estimate on the installation of the library's name on the east side of the Rensselaer Library. I *may* have suggestions and estimated prices for additional outdoor lighting at DeMotte and Rensselaer.

10. Paving of the new parking area at Wheatfield will cost \$750. We will need to take this money from LIRF Funds already appropriated. Since the cost was reasonable, I told Town and Country Paving to proceed with the work when they are in the Wheatfield area. (They will not make a special trip to Wheatfield for this small job.)

11. Staff request to attend workshop: Kim Garwood has asked to attend a workshop offered by Seminars International, American Business Communications, Inc. (May 18, Lafayette, \$115) on How To Manage Conflict, Criticism & Anger. The workshop teaches how to resolve conflicts quickly, communicate displeasure without causing defensiveness, break the chain reaction of angry, hostile behavior, and handle situations where someone tries to belittle, act superior or pile on the blame. I would like Kim to attend this workshop. She is very good at communicating what she learns at workshops to other management staff. We will plan for her to do this at a management meeting.

12. Five year plan: I have been learning what I can about creating five year plans. A preconference at ILF on surveying community needs should give me additional background from which to recommend a course of action to the Board.

One of our goals for 1994 involves the development of a program to teach library skills to children in conjunction with Media Minds. This subject will be discussed at our Media Minds meeting on May 3.

We have begun sending copies of the monthly Library Express to the County Council and Commissioners, and the Town or City Councils. Creating up-to-date lists of these persons led us to create an up-to-date listing of *all* local government officials. This often-requested information was badly in need of updating (both here and at the court house). We are pleased to have it done.

13. DeMotte Meeting Room request: I neglected to talk to you at the last meeting about a request by Narcotics Anonymous to use the DeMotte meeting room from 12 noon to 2 pm each Saturday. The request was made on the afternoon of the last board meeting, too late to get on the agenda. On Tuesday following the board meeting, I called five board members who agreed to allow this group to meet weekly for the remainder of the year. I have authorized DeMotte to let this group begin meeting, on the basis of that phone "vote". The DeMotte staff noted that the meeting room is very seldom used at that time. At our April board meeting, you will need to make a motion to officially allow this meeting room activity.

14. Policy Committee: I would like the Policy Committee to set a meeting date for sometime in April. The management staff has developed a Reference Policy which I would like discussed. The Committee will also need to determine a priority order for reviewing or developing other necessary policies for the library.

15. I understand that the **Director's Evaluation Committee** has not met and will not have a report at the April meeting.

Please call if you will be unable to attend the April meeting Monday night.

Lynn



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Director's Report April 1994

1. **Library Service:** DeMotte and Wheatfield's circulation was up almost 21% over April 1993! Rensselaer was down only 5.3% in spite of being closed 5 days (about 20% of the days) during the month. They were very busy in April as well!
 2. During National Library Week, our libraries distributed a **Public Satisfaction Survey** to patrons. The survey was prepared by ALA and results will be used in a national survey. I have included the compiled results in your packet. We were very pleased with the results.
 3. The staff was happy with the one week **reference question tally** which takes the place of the daily tally of reference questions. They felt they were very accurate in recording questions asked and that the results are, therefore, much more indicative of the actual volume of business than in the past.
 4. We have decided to **recycle** newspapers, office paper and aluminum cans in our libraries. Whether aluminum cans will be collected at the library and taken to a recycling center or taken home to be recycled is up to the individual library. Office paper and newspapers will be collected and taken to recycling centers. Once we have our program underway in all three libraries, we will make a public announcement in the newspapers.
 5. **Technical Services:** We conducted a partial inventory of portions of the collection which we felt were most likely to be targets of booklifters (our version of shoplifters). I had hoped to have results in time for the Director's report. However, some technical problems delayed us. Mary expects to have final statistics by the time of the board meeting. At present, indications are that it would not be financially advantageous to install a security system, since the number of missing books is quite low.
- Mary attended a number of meetings this month: a GALAXY User's Group breakfast at ILF, the NIALSA annual meeting where she and Cathy Salyers entertained by honoring the staff for their service and dedication, the INCOLSA spring board meeting, a NIALSA Continuing Education Committee meeting. Mary and the Children's Specialists spent one day with their favorite book jobber, ordering children's books. Mary's staff filled in at the Rensselaer circulation desk one day so that other staff could attend meetings at ILF.

Later this week, Mary will meet with a United Telephone representative to try to find a way to connect DeMotte and Rensselaer (for automation purposes) through Wheatfield, thus eliminating the long distance charges for our dedicated line. We were originally told it wasn't possible, but since have learned that this is not necessarily so. If she is successful, we could save \$400 per month in telecommunication costs.

6. DeMotte Library: As in past years, DeMotte is having trouble regulating their summer air temperature. Once heating problems are corrected, we will ask our architect to address this problem. They did not want to consider the two problems together.

Diana Kooy and Jill Tachtiris both took library certification exams this month.

A small collection of Talking Books and the equipment to use the books will be available soon at DeMotte as it is presently at Rensselaer.

Local historian, Evelyn Roorda, has donated a part of her historical records to us - I 1/2 pick up loads of materials! Marlene Beedle is going through the materials to determine what should be displayed, what should be immediately classified and filed and what can be reviewed at a later date.

Equipment: DeMotte has its new IBM workroom computer, purchased by their Friends group. They have also been given an "EZ Reader" by a library patron who no longer has need of it. This machine magnifies print materials for patrons with vision problems. It will be housed either in the Computer/Typing Room or in a Study Carrel.

Programs this month included story times, class visits, a sports card swap and two programs for elementary aged children. The Jasper County Historical Society was introduced to materials in the Indiana Room. A basketmaking program and a brown bag lunch program on preventative medicine were also held. The brown bag program won the prize for best attended adult program, with 35 persons in attendance.

7. Rensselaer Library: During the week the library was closed, a number of staff took unpaid leave for a couple days. The closing gave the opportunity for a much needed extended staff meeting one morning. It also allowed the staff to visit the Lowell and Lake County Public Libraries. Ideas collected during this visit are leading to the exploration of several possible improvements to our service: a concern to make the children's area more inviting, the addition of a pay phone and cable service. Two staff also visited the Rensselaer Schools' media centers and the St. Joseph's College Library. We now have a clearer idea of what is available to those we serve -- and what is needed from us. Some staff returned to the building on Friday. We reopened on Saturday.

Four staff members attended ILF. Kim, in particular, brought back some valuable information which has changed the direction of our thoughts on how to configure and use CD ROM products.

Programs included class visits and story hours for CDC and the Care Center as well as storytime and toddler time. Special programs included a talk on Civil War Re-enacting as a Hobby, by Matt Beck and a brown bag lunch book review by Cathy Salyers. Each program attracted 22 persons. A basketweaving program and tax help from a VITA representative were also offered during the month.

8. **Wheatfield Library:** At Wheatfield, Amber is using her special talents to create library displays and to make bookmarks and posters for programs at all three libraries. Peggy is working on booklists on gardening, cooking and home construction to give patrons in all three libraries an idea of the wealth of information available at JCPL.

Diane and Charlotte attended a Children's Librarians' Roundtable where children's specialists and librarians from Lake County and surrounding libraries gather to share ideas and learn what's going on in the world of children's services.

Pam attended a seminar in Powerful Communication Skills for Women. She learned a number of methods for giving and receiving criticism, dealing with difficult people, etc. and shared some exciting tips with us at our last Management Meeting.

Programs included free blood pressure screenings by St. Anthony personnel, a silk painting demonstration by Doris Myers, a preventative medicine program, a basketmaking program, and a program by the property manager at Jasper-Pulaski Fish and Wildlife Area on attracting wildlife to your backyard.

9. You will notice that this Report does not deal with topics which will come up at the May board meeting. I am trying to use **Memorandums** as recommended by Dan Cain. You should find in your packet one memorandum for each of the major topics on which action is needed at the meeting (except that memorandums are not needed for financial report and minutes). Let me know if you like this new method of providing information to facilitate your meeting discussions.

I also eliminated from the Director's Report a few informational items which I felt could be more easily explained verbally during the "Director's Report" part of the agenda.

Please call if you will be unable to attend the May meeting Monday night.

Lynn



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Director's Report May 1994

1. Library Service: Rensselaer's circulation was up a huge 25.8% this month; Wheatfield's was up a fantastic 40.3% over April 1993! DeMotte, which was closed 6 days for heating repairs, was down 15.6%. This was the second month in a row during which we showed huge increases in circulation.

2. 1994 Budget: Once again we have kept expenses below our targeted amount for the month. Of course, there are trade-offs. We are letting lawns get a little shaggy before cutting. We are not watering or weeding aggressively. Staff requests for office supplies such as scissors, staplers, etc. are sometimes denied. We are not actively encouraging staff attendance at more expensive workshops. Fewer reference and other nonfiction materials are being purchased, to allow funds for items in more popular demand.

Considering the extremely cold winter, it is interesting that total utility costs have risen only \$103.55 over last year. Thus far this year, we paid \$112.48 more at Wheatfield than last year, \$340.86 less at Rensselaer, and \$331.93 more at DeMotte.

3. Local History Materials: Some months ago we gave permission to Selby Publishing to copy some of our Jasper County records: birth, death, marriage, etc. The company recently donated 6 bound published volumes of these records. In accordance with the written agreement we had with them, DeMotte will get the new copies.

Marlene has been hard at work at DeMotte indexing birth, death, marriage records on the microfilmed K-V Post newspapers. She had completed indexing 10 rolls at last report.

4. Director's activities: Gail and I attended a Budget Clinic in South Bend. I also attended a satellite workshop on Achieving Breakthrough Service in Libraries. From it I brought back several good ideas on service techniques yielding library excellence (STYLE) and on creating "customer-driven" libraries where our goal is to turn our customers into "apostles" for the library with our customers leaving appreciative, satisfied, and sold (CLASS).

Later in the month, Duane and I had a lovely vacation with my mother and the girls.

5. Staff activities: Our staffs have spent the month of May meeting with *a//* elementary school classes, preparing publicity and displays and in other ways planning for summer reading activities. All libraries will have summer reading clubs and preschool story hours. DeMotte and Wheatfield will also have a young adult reading program. DeMotte is trying an adult reading program this summer for the first time.

Management staff have been working on survey questions in preparation for the long range planning process. We hope to finalize the surveys later this month.

Kim and Kathleen met with the Rensselaer Republican publisher and made plans for a biweekly column by Kathleen to begin in July. They also discussed the continuing problems of getting articles in the newspaper in a timely fashion. Pam has done an excellent job of sending articles well in advance. Steps have been taken to improve the situation. We hope to see a change soon.

6. Technical Services: Mary's meeting with a United Telephone representative proved disappointing. Because DeMotte is in a different LATA (long distance area) from Wheatfield and Rensselaer, we cannot avoid the monthly long distance charge. The agreement between NITCO and United Telephone, which allows persons in DeMotte to call county government offices in Rensselaer without long distance charges, covers voice lines only. Ours is a data line.

Mary was also told this month that we will have to upgrade our automated storage memory (by 1 GB) within the next year (\$2000). We hope to use the Construction Fund for this expenditure.

7. DeMotte Library: At present, air temperature in most of the building appears to be stable and satisfactory! An integral damper motor in the cooling unit in the east meeting room will be repaired soon. Last details of the heating repair work remain to be completed, however.

A bad dimmer switch in the storytime room and replacement of a cutter strip in the FAX machine were the only other repair items for DeMotte this month.

While the library was closed in May, most staff took some vacation or days off without pay. Leanne spent time familiarizing herself with Rensselaer's Indiana/Genealogy collection. She also visited the Genealogy Department at the Porter County Public Library, calling on librarian Larry Clark's wealth of knowledge for helpful ideas for developing DeMotte's collection. Jill wrote the OPAC training manual which is now found at the OPAC stations at each library for the use of patrons. Renee took this opportunity to teach Peggy Woods (at Wheatfield) the basics in developing and maintaining the vertical file.

Diana Kooy and Jill Tachtiris both passed their library certification exams and are now applying for their Librarian V Certification.

8. Rensselaer Library: Kathleen's "Baby Time" and "Young Uns" programs took place in May. They were enthusiastically received by those who participated. Low attendance was attributed to a delay in newspaper publicity. Kim is continuing with her CDC programs and with her Senior Booklegger programs at the Care Center. She also spoke to the Women's Circle at the Methodist Church. The Brown Bag Book Discussion series has been very popular. 38 persons attended the May lunchtime program.

Nikki Virok was hired to replace Julie Best as a page. Karen Loehrer-Ramer was hired for the Children's /Public Services Assistant position formerly held by Tricia Reed. Both began June 1. Kim and Kathleen felt that Karen's enthusiasm and wealth of ideas, her maturity, and her commercial art background set her out in front of other applicants for this position.

We have had some air conditioning problems recently which seem to have been solved. A few damp spots on the ceiling tiles in the work room still need to be taken care of by those who repaired our heating system.

We are still having problems with drainage in certain spots around the building. We are working with Bill Brown and Kim Rothenberger (and, hopefully, Purdue Extension) to find the cause and the cure.

9. Wheatfield Library: A blizzard of publicity has been distributed this month, due to the upcoming summer programs. Pam has talked with Mr. Mikus about fostering closer relationships between the library and elementary school. He has invited the library staff to have a booth at the school during fall registration. This will be a wonderful opportunity for staff to inform both students and parents about library services. Mr. Mikus is also interested in applying for a grant project in which the school and library would work together in aid of the many children who enter school with language deficit problems.

Pam has been busy with building repair this month as she seeks to replace poorly designed bathroom light fixtures, to repair a switch for one bank of fluorescent lights, and to deal with a sudden flood of water from behind the library. It was discovered that a coupling around an underground water pipe bringing water from the school to the library had split. The pipe had come loose, spilling water underground. A back hoe operator and a blow torch operator were both needed to help plumber Phil Post repair the problem. We will have the small portion of the teacher's parking lot damaged by the digging re-blacktopped when we have our parking lot blacktopped. When we are struggling with a tight budget, these are the problems which create nightmares!

Please call if you will be unable to attend the June meeting Monday night.

Lynn



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Director's Report June 1994

1. Library Service: DeMotte had over 200 children participate in summer reading club programs each week this month. The Summer Reading Club attendance in Wheatfield started slowly, Pam reports, but picked up as the month continued. A Saturday program for elementary children on "Gardening for Kids" was attended by 11 children. This was a good attendance for a Wheatfield program. DeMotte and Wheatfield have a young adult program in progress at this time (registration 66). DeMotte has an adult reading program for which 42 adults have registered. Rensselaer will begin a series of young adult programs in July. All libraries offered preschool summer story hours in June.

Rensselaer's circulation, which last month was up 25.8%, this month was down 23.8% over June 1993; Wheatfield's was down slightly (4.4%), while DeMotte was up 7.9%.

2. NILBA Meeting: Marge, Miriam and I attended a very enjoyable and informative NILBA meeting at the Starke County Public Library in Knox. The library was beautiful and the food great.

3. Statewide Network Meeting: At this meeting, Mary and I learned the details of the plan to disband the 12 independent ALSA's and form a new unified network with headquarters in Indianapolis and regional offices elsewhere.

This reorganization will create a more efficient network, incorporating partnerships with civic, business and government entities. This type of organization will have more success in obtaining funding, both governmental and private, than our present system.

ALSA's will be disbanded on January 1, 1995, but will continue to function as at present during an interim period during which changes will take place. The basic goal is to provide to taxpayers a virtual, barrier-free access to the resources in Indiana libraries.

At the board meeting, I will have copies of the goals and proposed organizational structure for you to take home and peruse at your leisure.

4. I also attended the first meeting of this year's Indiana General Assembly Interim Study Committee on Library Issues. The legislators were examining specifically governance issues: elected vs. appointed boards and fiscal body review by an elected

body of county government. It appeared that not all committee members believed that our governance structure needs change, but some most certainly were in favor of change. I did not come away from that meeting with a good feeling.

5. The Northwest Indiana Directors' meeting I attended was particularly valuable as we discussed various "minor" topics such as the pros and cons of loaning computer software or installing pay phones, the necessity to clean earphones, toys and videos between users, how gift donations are recognized by a library, what can and cannot go into one's personnel file. In meetings like these, we can share legal advice obtained by one library, successful resolutions to problems experienced at another library, etc.

6. In our June management meeting, we finished work on the surveys for the five year plan and began planning our fall staff development workshop which will be held Friday morning, October 21. We will deal with Reader's Advisory Services (how to help patrons who want "a good book to read") and dealing with emergencies (operation of fire extinguishers, for instance).

7. Staff activities: The month has been very busy for all youth services staff as they prepare for and conduct the various story hours and reading club programs.

DeMotte and Rensselaer libraries have each received an aquarium for their Children's Department, compliments of their Friends group.

Two of our staff attended a Reference Counterparts meeting at the Lowell Library. This group of persons is mainly from Lake and Porter County libraries and meets once a year to discuss new reference materials and concerns to persons who work with them. This time they discussed a number of CD ROM software products.

Plans have been made for several staff to attend INCOLSA workshops on MS DOS and Windows since we now have both staff and public computers using these operating systems. Several of us will also be attending Internet workshops in the next two months.

We have ordered CD ROM workstations for Rensselaer. DeMotte will be ordering theirs soon.

8. Technical Services: The past month has tested the knowledge and patience of our Systems Administrator and her staff. First a new GALAXY update caused problems to our automated system. The culprit had to be tracked down and corrected by Gaylord. Then an electrical storm caused havoc at DeMotte where they operated for several days with only laptop computers. The problem eventually appeared to be caused by an electrical charge to the telecommunication devices at DeMotte. Mary has since put additional surge suppressors on the equipment. As I write, we are experiencing another electrical storm. We may find out very soon if these are the solution to our problem. (No problem reported)

9. DeMotte Library: Last details of the heating repair work still remain to be completed. The flags were stolen over the 4th of July weekend; however, both were ready for replacement, so the loss was not great. The new flags will be put up more securely.

DeMotte now has a small talking book library from the Library for the Blind, as does Rensselaer. This includes tapes, machines and headphones which circulate to persons with vision problems or other handicaps. DeMotte also has their EZ Reader operational. This machine, donated to the library, enlarges print materials on a computer screen, enabling persons with low vision to read them.

10. Rensselaer Library: We continue to have some air conditioning problems. These are being corrected. One correction involves replacement of a \$700 valve in an actuator motor, an item not covered by warranty.

Drainage problems around the building were caused when the ground was compacted more firmly than should have been the case. We are working with Bill Brown to find a way to grow plants in this overcompacted soil.

We have framed the *list* of memorial trees and their donors. The *diagram* showing the placement of the trees will be put into a brochure later this summer. It can then be used by patrons to take a walking tour of the landscaped grounds. We will kick off this plan with a program in September when Bill will provide a walking tour, explaining the growing habits of each tree, etc. We will purchase metal stakes with the name of each tree engraved on them. These will be placed in the mulch at the base of each tree.

Kim has ended the library's weekly Senior Bookleggers program at the Care Center. She is now planning events to take place in the library and will invite the Care Center to bring residents to the library. Her CDC groups who visit the library weekly for story time have been able to feel useful as they make decorations for the Summer Reading Club.

11. Wheatfield Library: The Wheatfield Library is proud to say they have had no building problems this month!

Please call if you will be unable to attend the July meeting Monday night.

Lynn



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Director's Report July 1994

1. Rensselaer Water Bill: One of the bigger events of the month was getting a water and sewage bill from the city of Rensselaer for about \$1,000 (instead of about \$275)! After careful searching and several phone calls, all agreed that this was a mistake of some kind. We have asked the mayor to adjust our bill, but are exploring this problem further at this time. Yesterday, it was discovered that our meter reads in gallons. The city thought it read in cubic feet (there's a logical explanation which I will give you at the meeting.) This means that we have been overpaying very considerably for the entire time we have been in this building! The Utility Office with the Water Department and mayor are working on this.

2. NILBA Meeting: We have made 4 reservations (for Barb, Anne-Marie, Marge and Lynn) for the censorship program and dinner at the Spa August 31. If any other board members wish to attend, we can still make reservations for you.

3. Statewide Network ALSA's will be disbanded on July 1, 1995 now, not January 1, continuing to function as at present during an interim period during which changes will take place.

4. Long range planning: John Longfellow, a retired management employee at U.S. Steel, will act as facilitator at our retreat September 16 and 17. He comes with many years of experience in working with groups, leading meetings, and consulting work. He does not wish to be paid for performing this service for us.

This month we will be doing the surveys which will provide much of the background information we will need to make our long range plans. Surveys of staff, non-users, and patrons will be done. We have decided not to use focus groups because of the time involved. We are not using the services of St. Joseph College in tallying our surveys since the cost was too high (an estimated \$2,000-\$3,000).

At this board meeting, I will need to know definitely who wants a single room, who is willing to have a roommate (all beds are twin beds). I will need to make final arrangements soon.

5. Staff activities: Summer reading club programs are over now everywhere except at Rensselaer. Other summer programs are still in progress at various libraries. The Children's Specialists from all three libraries will attend the August 29 board meeting to give you an overview of their summer programming, its successes and failures, and their plans for the coming year.

Management staff are busy developing recommended reading lists for our new Reader's Advisory Notebooks. These lists might be of authors who write books similar to a favorite author (Authors who write like Stephen King, for instance) or they might be books on a special subject (mysteries that make you laugh). When our booklists have been added to the notebooks, it will be time for the rest of the staff to try their hand at developing booklists. This is all in preparation for the Staff Development Day Workshop to take place at Wheatfield on October 21. The notebooks will be a big help as we try to guide patrons to books they will enjoy reading.

Our ASK committee, composed of one representative from each library, met this month. This committee is charged with working together to solve problems encountered during public service staff's day-to-day dealings with the public. Each talks to her own staff, trying to work out solutions to problems, then ASK meets to work out a solution satisfactory to the staffs of all libraries.

Technical Services held 2 book mending workshops to teach staff at all libraries the proper techniques of bookmending. CD's and Christian books were the subject of special buying occasions this month.

I had a chance to work a day at Wheatfield. It's always exciting to get a chance to work with the public and it's nice to get to know individual staff a little better, too.

6. Technical Services: The Department had the opportunity to work at the Rensselaer circulation desk two mornings this month. This is a treat for Tech Service staff and helps them keep the needs of the public and the public service staff in mind as they make decisions which affect everyone.

7. DeMotte Library: The big news at DeMotte this month is the newly installed CD ROM network. Two programs are presently up and running on the 4 workstation network: Grolier's Encyclopedia and Infotrac (index to magazines).

Pages and volunteers are busy pricing book donations for the upcoming book sale August 13. The DeMotte Library will be closed that day for the Arts and Crafts Festival.

DeMotte has continuing problems with youth writing graffiti in the metal fins of the outside air cooling unit by the staff entrance. Besides being unsightly, it can affect the efficiency of the air conditioning. We are checking into either a ventilated cover for the unit or the erection of a chain link fence around the area.

The "Need a Book, Read a Book" program for adults was quite successful, with 53 readers entering the contest this month (up from 41 last month) and reading 170 books. Contestants not only read books, but write a few comments about each book read. The comments are then filed on a Rolodex file by type of book, so that other persons wanting good books can use the file for suggestions.

8. **Rensselaer Library:** By far the best-attended children's program of the summer was the Pet Show which attracted 143 persons of all ages. Real or stuffed pets could be entered. All pets were in costume. The mayor, veterinarian Janice Mallory and a local policeman were enlisted as judges. Many prizes were awarded. All received ribbons for participating. No dog, toad or cat fights ensued. Even the CDC classes entered a contestant and won the prize for Most Talented Pet.

Three CD-ROM workstations were installed at Rensselaer. The Infotrac workstation is functioning. The others are still in the process of being readied for public use. Unlike DeMotte, these do not function on a network and formal procedures need to be carefully devised to protect the software from theft and make the system easy and efficient for the public to use. Kim has made plans to send one staff member to training workshops to become familiar with our various computerized equipment, so she can then train the public and the rest of the staff in their use.

Poor Rensselaer Republican publicity is still a problem. Several meetings have been held with publisher Doug Caldwell to work out solutions. We have been using a new advertiser, The Guide, to get publicity out. This paper delivered free to all homes in Jasper and parts of Newton counties has printed 6-7 articles about the library compared to the one which was included in the Republican.

9. **Wheatfield Library:** The sewer line has been installed to the edge of the library's property. We are trying to determine what is necessary to hook our septic tank to this sewer.

Wheatfield staff is looking forward to dressing up as "Spot" and passing out library leaflets at Wheatfield Elementary School's registration this month.

Please call if you you have any questions about the agenda items, especially the consent agenda items. If you will be unable to attend the August 8 meeting, please let me know immediately. We already have three persons who have said they cannot attend. If any more are absent, we will not have a quorum to conduct business(although we *can* have a budget hearing with fewer.)

Lynn

Director's Report

8/22/94

1. **Advance Draw:** It is again time to request an advance draw of \$389,000 on our December tax distribution. Requests are made one month before the treasurer is required to send us money. By obtaining some of our distribution early, we are earning interest on it, rather than the county. It is a commonly used means of earning a little "extra" revenue.
 2. **Salary Ordinance change:** This month's Salary Ordinance revision includes only the name of our new DeMotte page and the automatic step increases for some staff.
 3. **NILBA Meeting:** Don't forget that the NILBA dinner is Wednesday evening, August 31, at 7:00 PM at the Spa in Porter. Miriam, Anne-Marie, Barb and I are scheduled to attend.
 4. **Long range planning:** This month we conducted patron and staff surveys. Reports on these are completed. I am meeting with each staff to discuss noted problem areas. I want to get a feeling for whether particular problems exist at all libraries or whether concerns are different. The nonuser phone survey is in progress.
- By the end of the month, I hope to have packets ready for all Planning Committee members, with the results of surveys and other pertinent data included. I will also include an agenda and information about accommodations and travel arrangements.
5. **Staff activities:** August is traditionally a month in which planning is done for fall activities. We have few programs in August, although Kathleen has been having baby and "young 'un" story hours this month. The Children's Specialists visit all teachers on the first day of school. Diane, Kathleen and Charlotte will attend the board meeting to give you an overview of their year's activities and their plans for the coming year.

Several staff members are attending computer and Internet workshops.

6. **DeMotte Library:** DeMotte's Arts and Crafts Festival was shortened two or three hours by rain, but the Friends still made almost \$300 with their book sale.

Please call if you have any questions about the agenda items, especially the consent agenda items. If you will be unable to attend the August 29 meeting, please let me know.





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Director's Report August 1994

To look at our supervisors' monthly reports, one might get the impression that building maintenance and repair was the main concern of the month! Some data line problems at DeMotte and Wheatfield, and some problems involving a new software update, new bathroom light fixtures at Wheatfield, uneven cooling at Rensselaer as well as an occasional sewer gas smell, etc. etc.

At Wheatfield, the parking lot is now paved where the old library formerly sat. At DeMotte, rocks were installed in the juniper where boys have made a path riding their bikes down the steep hill. The rocks were unsuccessful. The boys simply moved them out of the way. We will use boulders next! We are learning that these are just a part of daily life and are solving the problems as they come along.

A year and a half ago, Mary sent a copy of a document by General Milroy to a teacher in England. This month, she received a request for permission to publish the document and a photograph of it. This will appear, with a credit to our library, in a textbook on the black experience in America, to be published by Cambridge University Press. The Rensselaer Republican is photographing the document for this purpose.

Karen Loehrer is working on a brochure to guide people to the trees on the grounds of the Rensselaer Library.

The Friends of the Rensselaer Library have organized for the year and have scaled down their activities, so that they will be involved just with: the Little Cousin Jasper book sale, the December "Festival of Music" (they are already booking musical groups), an annual bake sale, and sponsorship of the Winter Reading Program.

The Children's Specialists are working hard. In their report to you, they gave a *combined* list of their activities. I think it is healthy and exciting to see that each is trying to reach children, parents and teachers in different ways. All the schools have been visited individually as our Specialists explain to teachers what services we offer. The response has been much better than in previous years.

Charlotte has recently met with the homeschoolers from the DeMotte/Wheatfield area, giving them a modified version of our Teacher-Reacher and explaining how the library can support their endeavors.

At Wheatfield, as you know, the staff participated in the elementary school's registration days, with one person in costume to greet parents and children as they entered and to invite them to the library table where another staff member passed out balloons, lollipops, users' guides, booklists, and bookmarks. Mr. Mikus considered this venture a big success as it helped entertain restless children standing in line. The staff hopes it will act as a reminder to parents that the library can boost a child's academic success.

Later in September, DeMotte and Wheatfield will be holding an after school open house for teachers, complete with refreshments and door prizes. Meanwhile, at Rensselaer, Kathleen has started a monthly "magazine" for Rensselaer teachers in which she describes some exciting new ideas she wants to try. I've included the first edition of this magazine. She has also secured a mailbox in each school so that teachers can easily contact her when they need the library's services.

The Rensselaer City Council has appointed someone to investigate ways to get more lighting on the Van Rensselaer sidewalk north of the library.

Staff and patrons are beginning to experiment with our libraries' CD-ROM software.

To follow up on the results of the Staff Survey, I met with each staff to discuss particular problems as they saw them. The emphasis was different at each library in some respects, but wages were the number one concern at all libraries. It was noted that even fast food restaurants start at \$5.00 per hour (as do our assistants. Clerks and pages start lower.). Our staff (library assistants & specialists) feels they work very hard. We require them to do the work of professionals, but pay them as clerks. Several are taking second jobs to make ends meet although they would rather channel all their energy into one job.

As for benefits, they appreciate the benefits they receive, but all mentioned funeral leave and sick leave policy changes as major concerns and all think that health insurance benefits should be better. In our past policy revision, we limited the relationships of persons for whom we allow paid funeral leave. This has resulted in one person having to take unpaid leave to attend the funeral of an uncle who once lived in her home.

More important in an organization of predominantly female employees, we are no longer allowed sick time with pay to be with parents who are extremely ill or undergoing surgery. Since women are often primary caregivers, a number of women on our staff have the main responsibility for their parents. We have had several who have been affected by this new policy. As the staff pointed out, most of us, in the past, used less than half of our 12 days of sick leave per year. We are not abusing this benefit. As children mature and leave the home, we no longer need our sick leave to be with them.

However, at that same time, we may well need the sick leave to be with parents who now depend on us, although they may not live in our homes.

We are taking steps to solve the staff/administration communication problem which was magnified when we began our 9 AM opening hours. The new hours eliminated our monthly system-wide 8 AM staff meetings. We are re-instituting the staff meetings. However, supervisors at the visiting libraries will not be able to attend, since someone will need to remain to open the libraries. Hopefully, they can catch up on information at our monthly management meetings. Staff meetings will be held about every other month. They will last only one hour and will address one topic, with some time left for discussion of staff concerns. This is not an optimum arrangement, but we will try to make it work.

Staff size and quality of staff training was considered adequate at DeMotte (with the replacement of the hours lost during this year's hiring freeze) and Wheatfield. Rensselaer staff indicated a good deal of stress related to staff shortages. This results in staff not well-acquainted with operation of library equipment and in inadequate training of pages and evening staff. Two of the present staff have jobs which have grown so they do not have adequate time to work at the desk. Other staff also is overwhelmed with their non-desk duties. This has definitely affected morale and needs to be addressed.

A number of workable solutions to various other problems were proposed during the meetings, the implementing of which should help to increase our ability to work well as a system.

I look forward to seeing all of you on Friday at our first Long Range Planning Retreat.

Censorship

Miriam, Anne-Marie and I attended the NILBA dinner in Chesterton. The talk and discussion about censorship in the library was extremely thought-provoking.

Anne Levinson Penway, Assistant Director of the Office for Intellectual Freedom at ALA, defined a censor as "someone who knows more than he thinks you ought to". She noted that the First Amendment exists to protect *un*popular speech.

She noted that "pornography" is not a legal term. Censors use this term often to indicate material which "should not" be in a library. "Obscenity" is a legal term and is very narrowly defined. Censors almost never use the term "obscenity."

Legally, she says, the public library is a "limited public forum for access of information" and we, therefore, must support the First Amendment. Because of this, we are unable legally to remove materials on the basis of ideas if they meet our selection criteria.

She suggested that we have a Selection Policy Review Committee in place, consisting of professional staff and one or two board members. This committee would review formal complaints about library materials to determine if they meet our selection criteria. On the other hand, she warned against giving in to demands for selection committees which include community representatives to determine which books should be purchased for libraries or should remain in libraries.

She emphasized the importance of having a wide diversity of materials and viewpoints in the library collection (but said this does not mean we need the same *number* of books on each side of an issue). She suggested that, while would-be censors are not justified in asking that materials be removed from our shelves (if they meet the standards of our selection policy), they can legitimately ask that materials on a topic, written from a certain viewpoint, be *added* to the collection. In the case of classics written in the past and displaying attitudes common at that time, updated materials on the same topic displaying "correct" present day attitudes could be added.

In respect to complaints about books for children about homosexual households, etc., she stated that children living in non-traditional households *need* to read about others in similar situations.

She noted that parents do not have the right to make the library do their parenting for them. They cannot ask us to remove books so children will not be able to find them if in the library on their own. Parents must take the responsibility to guide *their* children as they see fit - not control what other children read.

I am including two handouts she gave us. The one labelled "Warning" is an example of how censors work.

Lynn

Director's Report September 1994

Following the Planning Retreat, I have had a management meeting at which Glenda, Diana and I introduced the results of the Retreat to supervisors. This was followed by a system-wide staff meeting. I feel the mission and goals were well-accepted and that the staff sees the Task Forces set up to carry out those goals as a challenge they are eager to accept.

September and October are traditionally months in which many workshops are offered and this September certainly followed the norm. A number of staff attended workshops on DOS and Windows. Several attended a workshop on A-V Maintenance and Repair. A number of us attended a Media Minds meeting (school, college and public librarians from Jasper and Newton Counties) at Van Rensselaer Elementary School. Glenda attended a Reference Workshop offered by the Wabash Valley ALSA. Our youth service specialists attended a Young Adult Counterparts meeting at the Lowell Library.

Incidentally, Renee Carr who writes new book articles for DeMotte and writes the staff newsletter is attending an 8 week workshop on writing at Merrillville H.S. I offered to pay the \$45 for her class, but forgot that this needs board approval. I will ask you for that at the October meeting.

I attended an excellent workshop on High Impact Communication Skills for Women, while Leanne attended one on Projects, Priorities and Deadlines. October will be just as busy for us.

Kim and I spoke about the lack of lighting along Van Rensselaer north of the library at a Rensselaer City Council meeting. Kim tells me the city has redirected the light which previously highlighted only the front entry of the Power Plant.

I attended an always-informative Northwest Indiana Director's meeting at Michigan City. I also found time for three vacation days this month.

A visit by our boiler insurance inspectors led to the discovery that the boiler gas lines are not properly vented. This must be corrected within 60 days at both DeMotte and Rensselaer. We have requested that Circle R do this work immediately. We have also (on advice of our attorneys) sent a letter to the architect requiring that he immediately determine who is financially responsible for this repair and stating our belief that we are not responsible. At the same time, we have asked for immediate action on other repair matters which were detailed in a July letter I sent to the architect, to which I received no response.

Rensselaer News: We have four decorative lights in the area just inside the interior front doors in which bulbs burn out at a fast rate (the same is true at DeMotte). Circle R sent one fixture to the manufacturer for testing. The manufacturer could find no problem. It was reinstalled with a new bulb - which burned out the next day. I am in contact with our architect about that problem also.

Kathleen's afterschool special World Tour of Spain was very successful. It included a fake bullfight, Spanish food, stories, and crafts. A number of teachers offered their students extra credit for attendance at the program.

Brochures mapping out the trees in the library's Memorial Tree Park are now being printed and will be ready for the Tree Tour which Bill Brown will conduct at the library later this month. You should all have received a personal invitation.

In Technical Services, Mary is working hard to catalogue the backlog of videos, audiocassettes and compact discs and is preparing to offer Galaxy's Electronic Mail, first to staff, later to patrons. She spoke to Dr. John Egan's Freshman seminar class at St. Joe this month about the joys and importance of reading. A week later she gave those same students a tour of the Rensselaer Library.

Wheatfield News: DeMotte and Wheatfield held receptions for KV School Corporation teachers on Monday, September 26. Wheatfield staff brought home-baked cookies and their best serving dishes for the occasion. Twelve teachers attended at Wheatfield, 17 at DeMotte. Diane also attended Wheatfield Elementary School's Open House to pass out library literature. As a result of her contacts with teachers this fall, she is now reading stories monthly in four classrooms and has been gathering classroom collections for a number of teachers on a variety of subjects.

DeMotte News: The KV Workforce Development Office has placed a 16 hour per week worker at the library for the next 3 to 4 months. Our agreement requires that we give her office work experience. The KV Workforce pays her salary and benefits. She is working on such tasks as repairing tears in newspapers being sent away for microfilming, typing oral histories and checking our collection against recommended books listed in the Public Library Catalog (a basic list of nonfiction titles recommended for public libraries.)

Twenty persons attended DeMotte's first monthly booktalk. Charlotte visited two nursery school classes and one school teacher's meeting also this month.

A six foot plastic-coated chain link fence will be installed soon by Fontanyi Fencing of Leroy around the exterior heating/cooling unit near the library's staff entrance. This will protect the unit from further vandalism.

The Friends of the DeMotte Library raised over \$3,000 at the Arts and Crafts Festival. One of the items they will purchase for the library is a refrigerator for the meeting room kitchenette.

In the interests of furthering communication between Board and staff, I have asked a representative from each library to come to talk with you briefly about reference services in our libraries-- what patrons' needs are, what problems staff has in serving the public promptly and efficiently, etc. The November meeting will be at Wheatfield, where Pam will give a report on Wheatfield activities and concerns. In December, the meeting will be at DeMotte and Leanne will speak to the Board at that time. In January, it will be Kim's turn to speak to you and in February, Mary will give you her report.

Lynn



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☐ Wheatfield Public Library
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Fax 219 • 956-4808

Director's Report October 1994

Meetings/programs attended:

- DeMotte Friends of Library Annual Meeting
- Rensselaer Memorial Tree Park Tour
- IN Place Workshop (Brown County)
- Staff Development Day
- Leadership & Supervisory Skills for Women
(Lafayette)
- Five Year Plan Action Plan Task Force Leaders
- Five Year Plan Action Plan Task Force
- Budget Committee
- Policy Committee
- Budget Hearing (Courthouse)
- Tax Appeal Hearing (Indianapolis)
- Management Meeting

I won't give you a list every month; however, I thought it would give you a better picture of where my time goes. The Tree Tour was led by Bill Brown, who spoke to a group of over 40 persons of all ages, describing each tree, its special features and its culture. The IN Place workshop included one day about the needs of Indiana libraries and legislative plans. The other day was a Dan Cain workshop on how to work more effectively with our Boards.

Every staff member (except pages and evening clerks) is working on a task force to develop an action plan to reach one of the goals adopted by the Board. They seem very enthusiastic about being involved in the planning process.

Later in November, I will meet with each staff for a short workshop on the budget and library finance. A better understanding of the budgeting process will eliminate some of the questions and, perhaps, resentments created when we deny requests for funds.

October 25 Payroll: As you examine your check register reports, you will see a lot of "corrections". Due to a printer problem while running payroll reports, we did a double posting for all but 3 payroll checks. To correct the problem we had to negate each extra posted check. So don't be alarmed by the unusual look of the report.

Insurance: I have sent requests for quotes for Directors and Officers Liability Insurance to two companies. In the next month, I will also ask for quotes on our Library Building Insurance to be submitted by January 15. According to our Calendar, we should ask for quotes to be turned in by December 1. However, since our insurance is not up for renewal until April, that seems unnecessarily early. I would like to request quotes just from State Farm and Consolidated Insurance in Rensselaer and Century Insurance and Kooy Insurance in DeMotte. Previously, I contacted a number of companies, which created a considerable amount of work for me since some seemed unaccustomed to dealing with the kinds of insurance we require and their fees were not in line with the ones above. We are not required by law to bid out insurance at all.

Board of Finance: This is a formality. The Board will meet as a Board of Finance. I will supply to you the list of eligible financial institutions in our county. We really have no choice about whether to accept them. We are required to divide our "cash" between all eligible financial institutions.

INCOLSA Director's Appointment: At present, I am the Board's appointment to NIALSA. That will end after the December NIALSA meeting when we will vote ourselves "out-of-business". I would like you to appoint me as JCPL's INCOLSA Director. Decisions about the new network will now be made by that organization. Mary has been our INCOLSA Director in the past.

Request for Permission to Attend Workshop: Glenda Brown would like permission to attend the Indiana Heritage Research Grant Workshop in Chesterton, Indiana, November 21, to learn how to write a grant for funding for "interpretation, conservation, indexing, cataloging, editing, translating, and oral history collection and transcription." She is responsible for development of the Rensselaer local history/genealogy collection. Workshop fee is \$10.

Agenda Format: Last April you decided to make changes in the Agenda format and the way the Board meeting is conducted, on the advice of Dan Cain. You said you'd like to review your decision in 6 months. These are concerns you may wish to discuss:

Do you like the present agenda format, with the routine business combined into one "Consent Agenda" action?

Do you like getting memos from me at intervals throughout the month, rather than getting all materials in your packet once a month?

Do you want me to continue sending the minutes immediately after the board meeting? If the answer is yes, do you want me to send another copy in the packet?

Board Development: Marge would like the Board to discuss and take action on a plan for board development. Dan Cain stressed the importance of continuing board development. He spoke of setting up a training format for new board members as well as continuing education for experienced board members. This might include using the Dan Cain tape series, one small section at a time, at board meetings. It might involve appointing a Board Development Committee. It might involve an annual Board Self-evaluation. It might involve using the training modules based on your new Indiana board manual IN the Public Trust.

Building Problems: I have received no answers to several letters and FAX's I sent to our architect and contractors in the past several months concerning unfinished work:

1. Ceiling tags noting where domestic water valves are located
2. Damaged insulation and ceiling tiles at DeMotte from the work done on heating repairs
3. Payment of \$1189.87 for owner-incurred expenses from burst water pipes
4. At Rensselaer, heating/air system does not automatically shift cfm levels when we go from heating to full cooling and visa versa.

I have talked with our attorneys who are sending a letter to all involved parties giving them 2 weeks to respond or face going to Small Claims Court. The Board needs to decide if you wish our attorneys to follow through on this threat, should it become necessary. If they do, they recommend that we base their fee, not on an hourly rate (\$90) but on a percentage of what we collect (1/3). In this way, we know exactly what fees we are incurring, and we incur no charges unless we collect. Chances are very good, however, considering the small amount of money involved, that the parties will "pay up" without our filing a Small Courts claim.

Christmas Party: The Rensselaer Christmas Party was a great hit last year. Those who missed it are making sure they attend this year. This year Rensselaer decided to include the entire JCPL staff and Board. We have gifts for all, in addition to something special for Board members. Please let me know at the Board meeting if you (and significant other) plan to attend.

Rewritten Goals (R7): We are a little late in completing this project. I will mail this page out later this week.

Lynn

Director's Report November 1994

Staff Task Forces are still enthusiastically at work to develop action plans for the library's goals as adopted by the Board. This month, I met with each staff for a short workshop on the library's budget and finances. I received good feedback from staff on this workshop. It answered a number of their questions. The Community Resources module has been loaded into our automated system. Carol Bachman will work with the management team next year to decide how to use and market it.

Rose Howard is the janitor for DeMotte and Wheatfield. Her 22 (?) year old son, Philip, a missionary, was shot in Guatemala. Since he was shot in the face from 3' away, it is a miracle that he is alive. The damage, however, is all inside his mouth. He will be recuperating at home for the next 6 months. Because the family has no health insurance, the staff is contributing what they can to help with medical expenses.

At DeMotte, fencing is now in place around the cooling unit. We have ordered another section of railing to match the present rail on the front stairs to fill the opening between bench and stair rail. Since children have been observed biking throughout the hill of juniper, gaining access from any side, we no longer think it will help to put a rail across the top of the area. Recently, vandals used rocks to crush the lens covers on the flagpole lights. DeMotte police have been notified and have agreed to police the area more frequently. DeMotte Friends of the Library recently donated a refrigerator for the library's meeting room kitchenette. The library sponsored a Candy Count during Children's Book Week. Prizes were awarded to one adult and one child for the most accurate guess.

Rensselaer has a Senior Spotlight program which this month highlighted Betty Wright. Seniors' names go into a drawing every time they check out a book. Once a month the library holds a drawing. We then display the authors and books the winner enjoys. The winner gets a gift certificate to Hudgens House Restaurant. Kathleen is busy with Young Uns & Storytime. Two basketweaving programs were held as people hurry to make Christmas gifts. Kim spoke this month to the Ladies' Literary Society about present library services and future developments. Kathleen held her third after-school world tour, this time to Greece. This month saw the last of the fall Banking series. Preparations are under way for spring and fall programs for 1995.

The Wheatfield Friends of the Library purchased a multicolored parachute for Diane to use in her children's programs. They also decorated the library's Christmas trees. Pam attended a legal reference workshop this month. She also gave a booktalk for a senior English class at KVHS. She will return to do another similar talk in February.

This month I hosted the NW Indiana Directors' Meeting at the DeMotte Library. I also attended my first ISLAC meeting in Indianapolis.

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Building Problems: Since sending out the letter last month with an ultimatum concerning unresolved building problems, we have heard from all parties. All intend to complete work. All intend to pay their share of the bills. Kent is sending a follow-up letter detailing what they have promised and asking for specific dates by which problems will be resolved.

Please let me know if you will be unable to attend the TUESDAY, December 20 meeting.

Lynn

NOTE: Page R 7, Encumbrances, will be given to you at the Board meeting. We will not know the items which must be encumbered until that time.



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Director's Report December 1994

Financial Picture: We are looking good for 1995. In December, I predicted that we could start 1995 with an operating balance (in our Operating Fund) of \$246,770. In fact, we will begin with an even larger operating balance of \$263,562. This money will allow us to operate for at least the first 3 1/2 months of this year. We also, of course, have money in BIRF and LIRF which we can draw on later for cash until our tax revenues come in April, May and June.

We have the higher operating balance even though we spent about \$8,362 more than our target of 87% of our 1994 operating budget. The higher operating balance resulted when we received \$28,353 more in receipts than we expected -- including \$12,000 more in property taxes, \$5,000 more in excise taxes, and \$4,000 more in fines and fees.

We presently have \$300,000 invested in CD's. As we continue to make these investments, our meager earnings in interest will rise somewhat (last year: \$9999 for the year).

Staff activities: The last weeks of December were mainly vacation time for me and for some others. Since it is traditionally a slow time of year, those working began planning their 1995 programs. Staff are also finishing their work on the objectives and action plans needed to meet the goals of the new Five Year Plan (Project 2000, I call it)

Workshop attendance: I would like your permission to attend a February CareerTrack workshop in Lafayette on "How to Handle People with Tact and Skill". This request is included in the Consent Agenda.

We are registering staff (and board members) for several workshops this month. "What To Do Before the Censor Comes" is a NIALSA workshop being held at the DeMotte Library to discuss censorship issues, particularly with videos. I will participate on that panel. Charlotte and Pam will participate in panel discussions at another NIALSA workshop: "Planning and Promoting Children's Programming."

"Soaring To Excellence" is a teleconference to be held at the Lake County Public Library on five Tuesdays between February and June. It is for library assistants and will cover how to convey a professional attitude, trends and issues for the future of libraries and how technology will affect library staff and library users. It will review useful reference sources, problems in dealing with a diverse clientele, communication in the library, the assistant's role in serving patrons who want to learn, coping with change, etc. Five of our staff will attend this workshop.

Technical Services and Automation: Mary returned at the end of the month to help Carol Bachman complete end of the year reports. Since then, Carol has handled beautifully any problems which have arisen. I interviewed and offered Mary's job to one candidate for the position. The applicant decided, however, that she would prefer a position in an urban area.

I have advertised at all surrounding library school placement offices, in FOCUS (ad to appear beginning with January issue), in the Rensselaer Republican, Library Journal (ad appeared in December), and in the Lafayette Journal-Courier. I will soon begin interviewing more applicants.

Rensselaer News: We have agreed to reserve our meeting room in a rather unusual situation. The NLRB (National Labor Relations Board) has requested to use the room as a court room for one week (daytime use only) in April. This will work out for us since we have no one else using the meeting room that week and Kim is not planning any programs for the week. I did, however, feel you should be aware of the situation.

Julie Best, a former page, then 15 hour per week clerk, has accepted the position of 35 hour per week clerk at Rensselaer. She is also the clerk/bookkeeper (5 hours per week) for Gail and I. It is working out beautifully. Julie graduated from St. Joe in June with an accounting degree.

Maia Kingman, a former page who has recently graduated from Ball State and holds a part time job with the Rensselaer Chamber of Commerce, has agreed to work evenings and Saturdays in the 15 hour per week clerk position at Rensselaer. We are delighted to have her back on staff. She was a very intelligent, responsible and creative worker. You may remember her as a part of the "Don't Worry, Be Happy" choir at Sharon Schulenberg's 20th anniversary dinner party.

Page Pamela Kyle resigned near the end of December. Kim is presently looking for her replacement.

Since Kim will be giving her annual Rensselaer report at this board meeting, I will not mention other Rensselaer news, except to say we once again had some problems with the heating (in early January). They raised the temperature of the water in the boiler and the problem seems solved.

Wheatfield News: Pam's monthly report gave an interesting recap of a productive year at Wheatfield. Sometimes we forget what we've accomplished. She noted that we now have new restroom lights, a city sewer, a staff parking lot where the old building stood, a CD ROM computer. The Library has established a more productive relationship with Wheatfield Elementary School, and during the year has added an adult reading club, a children's winter reading club, and more programs for children and young adults.

DeMotte News: The stair railing has been extended to the bench at the top of the stairs as a deterrent to children riding their bikes down the hill. We may find, however, that nothing but increased surveillance will stop the practice. Lighting for the stairway should be completed soon.

DeMotte had some cold days which started in the low 50⁰'s (early January). An activator motor on a damper was replaced and the problem seems solved.

Marlene Beedle has accepted the additional 4 hours per week (she will now work 28.5 hours per week) which will allow DeMotte to have an additional reference person available during DeMotte's evening hours.

Lynn